

Tech Mahindra

Security PHR Help Aid

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1 INTRODUCTION

This help aid enables the SPHR (Security Project Health Report) application users to understand the importance of assessment, audit, and score cards for exhibiting the security health report.

The Procedure for Information Security in Projects (ISG-PR014) on business management system (BMS) governs the various security templates and automated SPHR process.

A pictorial representation of the screens and navigation is provided below. Users are required to follow the process.

2 LOGIN

TWINGO->Quality (QWAY) -> QSPACE

Applications	collaborating. Spa	rk convers						
O PACE								
Qwality (QWAY)	BMS	Customer (CSAT)	Satisfaction	ICSAT	QSPACE	Pro Alert	Ter	
Information Security	Se	arch People			4 Q)		i i i	
Finance								
HelpNxt.Now								
Info & Communication								

Application / System Issues for Login / Outages follow the below for CIO support.

Service Ticket	https://helpnxt.techmahindra.com/sp this is URL to raise request for SPHR
Category	CIO
Subcategory	Enterprise Application
Request type	Qspace

2.1 APPLICATION SCREEN 1

Best Workplaces™ in Career Management Great Place To INDIA	Wither Constant Market Mark	nce Effectiveness		тесн mahindra
Work 2020	Quality Policy	Welcome: Harsha Sastry (34417 d to provide solutions & services to our cus omer experience' through collaborative a	s) tomers which are predictable, r pproach to innovation and conti	Q Q FAQ → elevant and reliable. We will strive inual process improvements.
	List of Applications Quality Assurance & Improvement Group	» Configure Favorites		
	> Project Management Review > Quality Gate Check > Quality Management Review > Resolve	Not Configured	Not Configured	Not Configured
	Operational Review Project Health Report	Not Configured	Not Configured	Not Configured
	Strategic Initiative			
	>> Workspace			

2.2 APPLICATION SCREEN 2

Select your role – in this picture below the role selected is SPHR Admin. The below screen enables you navigate in the SPHR tab the screens to input. The project ID must be selected, Get Data to be clicked to see the score card and further activity.

PACE Ouality System for Process Adequacy Co	mpliance Effectiveness		TECH mahindra
Thursday 25 April 2024 PHR System		Welcome: Sylvester Dias (502147)	🏠 🌚 FAQ 📑
Set Up 🔻 PHR 🔻	SPHR 🔻 Report	s 🔹	Role : Project Manager 🗙
Set Up 🖗 Admin			
Admin			
Request Access Remove	Access		
	Reviewer ID:		
	Reviewer Name:		
	Role:		
Submit			
Please select Request or Re	move Access links		
viewed in 1024 x 768 resolution. Use Internet I	Explorer 8.0 and above only		Copyright © 2012 Tech Mahindra Limi

Thursday	sday 25 April 2024 PHR System					Welcome: Sylvester Dias (502	147)	습 얍 FAQ [
Set U	p - P	HR 🔻	SPHR	-	Reports	•		Role : Project Manager 🗸
PHR 🖗 Se	ecurity PHR - Score	e Card						
								SPHR He
SPHR From 11th Mar 2024 to Security Project Health Report								10m 110m Pian 2024 to 170m Pian 20
ι. ^T s z. ^T s. ^S	The Security status assoc The Second continuity pr SPHR indicat	Project He lated to the section pro- ocesses for ed Project	alth Score score an vides the necessar Complian	seci e card d asso upcom y action ce leve	provides the provides the provi	ect Health Report ne details of the securit for each score attribut uled activity in respect Project Manager. nedial action to be take	y posture an e and doma to security o n by the Pro	nd the red, amber, gree in. compliance and busines: oject Manager to ensure
1. 5 2. 7 3. 6	The Security status assoc The Second continuity pr SPHR indicat compliance t	Project He lated to the section pro- ocesses for ed Project o customer	alth Score score an vides the necessar Complian contracts	Sect e card d asso upcom y action ce leve s and 1	provides the provides the point of the point	ect Health Report ne details of the securit for each score attribut uled activity in respect Project Manager. nedial action to be take cy.	y posture an e and doma to security o n by the Pro	nd the red, amber, gree in. compliance and busines: oject Manager to ensure
L. T S 2. C 3. C	The Security status assoc The Second continuity pr SPHR indicat compliance t	Project He lated to the section pro ocesses for ed Project o customer	alth Score score an vides the necessar Complian contracts	Sect e card d asso upcom ry actio ce leve s and 1	provides th ciated risk ning schedu ons by the els and rem Tech M poli	ect Health Report ne details of the securit for each score attribut lled activity in respect Project Manager. nedial action to be take cy.	y posture and e and doma to security o n by the Pro Get Data	nd the red, amber, gree in. compliance and business oject Manager to ensure
L. T s 2. C 3. C	The Security status assoc The Second continuity pr SPHR indicat compliance t ASMCommunicat	Project He ated to the section pro- ocesses for ed Project o customer	alth Score score an vides the necessar Complian contracts	Sect e card d asso upcom y actio ce leve s and 1 696) week till n	urity Proje provides th ciated risk hing schedu ons by the els and rem Tech M poli	Act Health Report he details of the securit for each score attribut uled activity in respect Project Manager. hedial action to be take cy. M and PgM can submit SPHR for	y posture and e and doma to security o n by the Pro Get Data the week till nex	nd the red, amber, gree in. compliance and busines: oject Manager to ensure
L. T S 2. C 3. C	The Security status assoc The Second continuity pr SPHR indicat compliance t ASMCommunicat Note: E.g.	Project He lated to the section pro ocesses for ed Project o customer non Desk-B STRAD/ PM can submit S SPHR From 21st J	alth Score score an vides the necessar Complian contracts	Sect e card d asso upcom ry actio ce leve s and 1 896) reek till n h Jan 2019	urity Proje provides th iciated risk hing schedu ons by the els and rem Tech M polit rech M polit	And PgM can submit SPHR for till 28th Jan 2019, 3 PM and PgM ca	y posture an e and doma to security o n by the Pro Get Data the week till nex n submit till 28th J	nd the red, amber, gree in. compliance and business oject Manager to ensure t Monday 11 PM. an 2019, 11 PM.

The above screen will enable the project manager to view the Score card, Input Screen 2, and the Screen 3 information. The project manager will be able to update the required data appropriately. Please read the help aid on the screen and provide your inputs. Select the drop downs as applicable to complete the action. Input remarks as appropriate as a rationale of your response as available on screen. Exhibit samples of the screen are in the below sections

3 SCREENS FOR PROJECT MANAGER

This section covers the screens in SPHR to enable navigation. A brief note about the screen is mentioned.

- 1. Screen 1 Score Card Screen
- 2. Screen 2 Situational Survey Questions
- 3. Screen 3 Security Posture

Application / System Issues for Login / Outages follow the below for CIO support.

Service Ticket	https://helpnxt.techmahindra.com/sp this is URL to raise request for SPHR
Category	CIO
Subcategory	Enterprise Application
Request type	Qspace

3.1 SCORE CARD SCREEN

This is the screen where the project manager can view the score card for the project id selected.

Q	PACE	and a second			Tech Mahindra
Tuesday 09	May 2023 PHR System			Welcome: Anirudha Sen Gupta (23448)	습 : 오 : FRQ : 🖬
Set Up	- PHR -	SPHR	- Reports	-	Role : Project Hanager 💙
SPHR & Secur	By PHR - Score Card				
		Se	curity Proj	ject Health Report	MR From 19th Dec 2022 to 25th Dec 202
1. The sta	e Security Project Hea itus associated to the	Ith Score car score and as	rd provides isociated ris	the details of the security postur k for each score attribute and do	e and the red, amber, green main.
2. Th	e Second section prov	ides the upp	oming schee	duled activity in respect to securi	ity compliance and business
3. SP	HR indicated Project C mpliance to customer	contracts an	evels and re d Tech M po	medial action to be taken by the licy.	Project Manager to ensure
Project:	Teletra_BPS Analytics_CreamerO2 (000	0000000002277)		- Get D	Data
Project	Score Card Red - M	Ion-Compli	ant, Gree	n - Compliant, Amber - Part	ly Compliant
Parameter ID	Risk Indicator	Status As On Date	Status	Action Expected	
110	Business Continuity Plan	27-02-2023	Fully Compliant	No actions required this week - Please continu	e maintaining Fully Complaint status.
120	BCP Drill	27-02-2023	Non-Compliant	Action : Complete the drills as per schedule a Description : Without a tested BCP; in times may fail to provide the intended results. Durin possible and the plan will be reindered integera	nd update the report in the BCM toolkit, of crisis the Business Continuity Plan ig a crisis, course corrections are not ble.
130	Audit Non Compliance	26-02-2023	Non Compliant	Action 1 Ensure action is taken and the Audit tendines. Description 1 Audit failure indicate the ability compliance requirements, and ensure security can had to penalties, non compliance to have realization on new basiness.	Non-Compliance is closed within the SL4 of the project to meet customer and data protection. Non-compliance and customer contracts and lack of customer penaltics for audit failures and customer penaltics for audit failures.
140	Annual Risk Assessment (RARTP)	20-02-2023	Fully Compliant	No actions required this week - Please continu	e maintaining Fully Complaint status.
150	Open Risk	18-01-2023	Fully Compliant	No actions required this week - Please continu	ae maintaining Fully Complaint status.
160	Privacy Impact Assessment (PIA) & Record of Processing Activities (ROPA)	31-01-2023	Fully Compliant	No actions required this week - Please continu	e maintaining Fully Complaint status.
170	Data Privacy Risks	31-01-2023	Fully Compliant	No actions required this week - Please continu	e maintaining Fully Complaint status.
180	Data Protection Training and Amarinesis	21-02-2023	Fully Compliant	No actions required this week - Please continu	as maintaining Fully Complaint status.
190	Supplier Risk Assessment	28-02-2023	Non-Compliant	Acclinent - Complete the Supplier Information 5 risks within the Supplier Bask Treatment Plan. Description : Suppliers pose a security and c- security and data Breakhes with custom choice security and data Breakhes with custom choice security contactors suppliers and to one information to the second the second second second second security and and are added to make the choice security contactors suppliers and to one information to be and the second to be and the second to be and and the second to be a the second to be and the se	ecurity Risk Assessment and close open ontractual risk of they not comply to me, it is important to ensure that we are that they most stated compliance that no unit do clata privacy incidents
No Records For	and For Audit Score Card!				
			No Activit	Next	
	Note: PH can submit SPI E.g. SPIIR from 21st 3an	R for the week ti 2019 to 27th Jan 2	II next Monday 3 019: PM can subm	PH and PgH can submit SPHR for the week till a till 20th Jan 2019, 3 PH and PgH can submit till 2	Den Jan 2019, 11 PM.
SECURITIY	st - PRIVACY matters		TMV	Alianed	SECUDITY, DHD
"Be the "Te	ch/lighty/Firewall*				JEUGHITT

3.2 SCREEN 2 – SITUATIONAL SURVEY INPUTS

This screen is the situational survey input screen which the project manager inputs. Analysis is done by the audit team and respective units. Example questions on screen are exhibited. Please respond to all questions in the SPHR application which may not be visible in the picture below.

Q	Ouality System for Process Adequacy Compliance Effectiveness	TECH mahi	пс	Ira
Thursday	25 April 2024 PHR System	Welcome: Harsha Sastry (344176)	ŵ١٩	FAQ 📑
SPHR	 Reports 	Role :	SPHR	Admin 🗸
CDUR Ó CD	HR Screen 2 - Situational Survey			
Denix V DP				
		SPHR From 22nd Apr 2024	4 to 28	SPHR Help th Apr 2024
Project:	'Emirates - T&M (0000000045418)	v		
PM Name	: Sethu Arunachalam Coimbatore Ramalingam (700796)			
1016 De ue				
HOID DO YO	u own / use any Labs / services from any shared common labs	as part of customer delivery or internal delivery management activity?	No n	•
4018 D0 y0 4017 Do yo	u own / use any Labs / services from any shared common labs u use generic id to access client applications or servers ?	as part of customer delivery or internal delivery management activity?	No n No N	• •
A017 Do yo A018 Have teams Servic Eartho	u own / use any Labs / services from any shared common labs u use generic id to access client applications or servers ? you nominated yourself as the ERT (Emergency Response Team for Building fire and safety evacuations ? If not please nominal es to connect with the project representative [This is required a uakes. This is the preparedness ensuring People safety, wellnes d Comparets Conviews initiative	as part of customer delivery or internal delivery management activity?) representative for your project to coordinate with Corporate Services ‰ Security 1 be yourself / your representative and provide the email id in the Remarks for Corporate as your declaration and input in light of the learning from Turkey and multiple other as during emergency evacuation to the Safe Assembly Area (SAA) as an overall Corporate	No N No N No N	0 A
A017 Do yo A018 Have teams Servic Eartho HR an	u own / use any Labs / services from any shared common labs u use generic id to access client applications or servers ? you nominated yourself as the ERT (Emergency Response Team for Building fire and safety evacuations ? If not please nominal es to connect with the project representative [This is required a duckes. This is the preparedness ensuring People safety, wellnes d Corporate Services initiative] u pade a dedicated ICT (Sveteme DR Dan 2	as part of customer delivery or internal delivery management activity?) representative for your project to coordinate with Corporate Services âC [®] Security te yourself / your representative and provide the email id in the Remarks for Corporate as your declaration and input in light of the learning from Turkey and multiple other as during emergency evacuation to the Safe Assembly Area (SAA) as an overall Corporate		0 ^
A017 Do yo A018 Have teams Servic Eartho HR an A019 Do yo	u own / use any Labs / services from any shared common labs u use generic to to access client applications or servers ? you nominated yourself as the ERT (Emergency Response Team for Building fire and safety evacuations ? If not please nominal is to connect with the project representative [This is required a quakes. This is the preparedness ensuring People safety, wellnes d Corporate Services initiative] u need a dedicated ICT / Systems DR Plan ? u store data in Tech Mabinder systems which prevince to the back	as part of customer delivery or internal delivery management activity?) representative for your project to coordinate with Corporate Services âC" Security te yourself / your representative and provide the email id in the Remarks for Corporate is your declaration and input in light of the learning from Urrkey and multiple other as during emergency evacuation to the Safe Assembly Area (SAA) as an overall Corporate and up ?	No n No N No N	o A A
A017 Do yo A018 Have teams Servic Eartho HR an A019 Do yo A020 Do yo	u own / use any Labs / services from any shared common labs u use generic id to access client applications or servers ? you nominated yourself as the ERT (Emergency Response Team for Building fire and safety evacuations ? If not please nominal es to connect with the project representative [This is required a quakes. This is the preparedness ensuring People safety, wellne: d Corporate Services initiative] u need a dedicated ICT / Systems DR Plan ? u store data in Tech Mahindra systems which require to be back u require to have a data backun for the nomiest shared folder ?	as part of customer delivery or internal delivery management activity?) representative for your project to coordinate with Corporate Services âC [®] Security te yourself / your representative and provide the email id in the Remarks for Corporate sy our declaration and input in light of the learning from Turkey and multiple other as during emergency evacuation to the Safe Assembly Area (SAA) as an overall Corporate ed up ?	No n No N No N	• • • • • • • • • • • • • • • • • • •
A017 Do yo A018 Have teams Servic Earth HR an A019 Do yo A020 Do yo A021 Do yo	u own / use any Labs / services from any shared common labs u use generic 1d to access client applications or servers ? you nominated yourself as the ERT (Emergency Response Team for Building fire and safety evacuations 21 for to please nominat es to connect with the project representative [This is required a ukass. This is the preparedness ensuring People safety, wellnes d Corporate Services initiative] u need a dedicated ICT / Systems DR Plan ? u store data in Tech Mahindra systems which require to be back u require to have a data backup for the computing devices - De u require to have a data backup for the computing devices - De	as part of customer delivery or internal delivery management activity?) representative for your project to coordinate with Corporate Services âC [®] Security te yourself / your representative and provide the email id in the Remarks for Corporate so your declaration and input in light of the learning from Turkey and multiple other so during emergency evacuation to the Safe Assembly Area (SAA) as an overall Corporate red up ?	No N No N No N	o A A A
A017 Do yo A018 Have teams Servic Eartho HR an A019 Do yo A020 Do yo A021 Do yo A022 Do yo A022 Have backu	u own / use any Labs / services from any shared common labs u use generic lid to access client applications or servers ? you nominated yourself as the ERT (Emergency Response Team for Building fire and safety evacuations ? If not please nominal es to connect with the project representative [This is required a uakes. This is the preparedness ensuring People safety, wellne: d Corporate Services initiative] u need a dedicated ICT / Systems DR Plan ? u store data in Tech Mahindra systems which require to be back u require to have a data backup for the project shared folder ? u require to have a data backup for the computing devices – De you completed and provided the TIM-FR002 containing (Project o / restore services with all details	as part of customer delivery or internal delivery management activity?) representative for your project to coordinate with Corporate Services âC [®] Security te yourself / your representative and provide the email id in the Remarks for Corporate so your declaration and input in light of the learning from Turkey and multiple other as during emergency evacuation to the Safe Assembly Area (SAA) as an overall Corporate ed up ? sktop , Laptop assigned by the company Authorization Form documentation) to TIM Operations for the Services, ICT & data	No N No N No N	o A A A
A017 Do yo A018 Have teams Servic Eartho HR an A019 Do yo A020 Do yo A020 Do yo A021 Do yo A022 Do yo A022 Have backu A024 Have Systei	u own / use any Labs / services from any shared common labs use generic lid to access client applications or servers ? you nominated yourself as the ERT (Emergency Response Team for Building fire and safety evacuations ? If not please nominal es to connect with the project representative [This is required a uakes. This is the preparedness ensuring People safety, wellned d Corporate Services initiative] u need a dedicated ICT / Systems DR Plan ? u store data in Tech Mahindra systems which require to be back u require to have a data backup for the project shared folder ? u require to have a data backup for the computing devices – De you completed and provided the TIM-FR002 containing (Project por Drest and provided the TIM-FR011 containing (Project m DR support	as part of customer delivery or internal delivery management activity?) representative for your project to coordinate with Corporate Services âC" Security te yourself / your representative and provide the email id in the Remarks for Corporate so your declaration and input in light of the learning from Turkey and multiple other as during emergency evacuation to the Safe Assembly Area (SAA) as an overall Corporate ed up ? estop , Laptop assigned by the company Authorization Form documentation) to TIM Operations for the Services, ICT & data Individual System Asset Risk Assessment) documentation to TIM Operations for the ICT	No N No N No N	• • • • • • • • • • • • • • • • • • •

SECURITY-PHR

3.3 SCREEN 3 – SECURITY QUESTIONNAIRE

The project manager inputs the questions provided on mandatory questions in SPHR analyzed by the audit and peer units as applicable. Example questions on screen are exhibited. Please respond to all questions which may not be visible in the picture below.

Set	ay (23 April) 2024 — РНК System Welcome: Sasikumar Ramalingam (2310 Up - PHR - SPHR - Reports -	(/1)	Role : Project M	anager 🖌
SPHR Ø	SPHR Screen 3 - Existing Questions			
		SPHR From 11	th Mar 2024 to 17	SPHR H th Mar 2
Projec	t: NAB-ITO-GCS-Microservices (00000000043578) 💌			
	Note: SPHR Help-Aid is available in the Help section of QSPACE			
	Questions	Values	Pomarke	Edit
	Have you recently received any additional security related requirements (including privacy, audit, exception, etc.) from the	values	Kemarks	c dia
QUUI	customer as a special request or SOW within your project ?			Edit
Q002	Do you revoke customer credentials when an associate leaves the project as per customer process ?			Edit
Q003	parties you parties you be source and the prime vendor.			Edit
Q004	Are you maintaining a copy of Data Processing Agreement (DPA) and ensuring compliance as per the customers instructions for processing personal data ?			Edit
Q005	Do you use Generic IDs for Production Environments/Applications in your project?			Edit
Q006	Are you using any customer artifacts for any POC / Demo in outside the customer environment ?			Edit
Q007	Does the project team have Admin access to customer infrastructure or Applications ?			Edit
Q008	Do any member of the Project team use Gits (e.g Github) which is not part of the Customer or TM Enterprise license?			Edit
Q006 Q007 Q008	Are you using any customer artifacts for any POC / Demo in outside the customer environment ? Does the project team have Admin access to customer infrastructure or Applications ? Do any member of the Project team use Gits (e.g Github) which is not part of the Customer or TM Enterprise license?			

Application / System Issues for Login / Outages follow the below for CIO support.

Service Ticket	https://helpnxt.techmahindra.com/sp this is URL to raise request for SPHR
Category	CIO
Subcategory	Enterprise Application
Request type	Qspace

Version	Date	Author (function)	Reviewed by	Approved by	Nature of changes
1.0	25	SPHR	SPHRAlarms@techmahindra.com	Harsha	Quick navigator
	Dec	Admin		Sastry	
	2023				